

Why Your Debit or Credit Card May Not Work Sometimes

We understand it is annoying when a transaction does not go through or when your card is not working. However, Canals & Trails Credit Union wants to reduce fraud and protect our members' money by having security controls in place.

Unfortunately, these security controls are in place because criminals will continue to steal card numbers. For example, criminals will find your card number via websites, skimming devices, merchant data breaches, and many other ways that are out of our control.

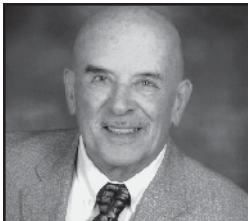
Therefore, our card service department monitors members' transactions for fraudulent purchases. They will try to contact you to verify a suspicious transaction(s). The card service department will call you to confirm your purchase(s). They may shut off your card if you do not confirm your transaction(s). Our card service department only wants to verify your transaction(s), will not ask for your account, or personal information.

In addition, members have a daily limit with their debit card and that could be another reason your transaction is not going through. If you are not sure what your daily limit is, please call Canals & Trails Credit Union at **815-838-7159** or **815-886-4874**.

If your debit card is not working, please call the credit union at **815-838-7159** or **815-886-4874** or after hours call the phone number on the back of your card **800-523-4175**. Members can also monitor their debit card transactions, set up alerts, and freeze/unfreeze their debit card with our online/mobile banking services.

If your Visa credit card is not working, please call the credit union at **815-838-7159** or **815-886-4874**. After hours, call the phone number on the back of your card **800-322-8472**. Members that use our Visa credit card can log in to www.ezcardinfo.com.

Finally, it is extremely important that your contact information is correct. Please call the credit union to verify that we have your correct phone number, email, and address.



On June 8, 2022, we lost our dear friend and previous board member Dave Hennessey of Canals & Trails Credit Union.

Our deepest sympathies and condolences go out to his wife Carol and the Hennessey family. Dave was an integral and beloved part of the Canals & Trails Credit Union board for over 25 years. We will miss his smile and friendship. In lieu of flowers, memorials may be made to Lightways Hospice (www.lightways.org).

Bank with Us Anytime, Anywhere

You're constantly on the go and checking your balance and paying bills from home might not always be convenient. Canals & Trails Credit Union's mobile banking app allows you to do this and more—when and where it's convenient for you. Download our app today to:

- **Check your balance** — Within seconds, check the balance in all your Canals & Trails Credit Union accounts.
- **Pay bills** — Make payments to anyone or any company by scheduling one-time or recurring payments.
- **Transfer money** — Make transfers between your credit union accounts and send funds electronically to accounts outside of the credit union. Make payments to different merchants electronically.
- **Get alerts** — Sign up to receive mobile texts alerting you to low account balances and loan payment due dates for all your Canals & Trails Credit Union accounts.
- **Check statements** — View monthly statements for your Canals & Trails Credit Union and/or sign up for e-statements.

For more information, download our Canals and Trails Credit Union mobile banking app, visit us at www.canals-trailscu.org, or call us at **815-838-7159**.



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Hours of Operation

Lockport Lobby Hours:

Monday - Friday 9:00 am to 5:00 pm
Saturday 9:00 am to 1:00 pm

Lockport Drive-up Hours:

Monday - Thursday 9:00 am to 5:00 pm
Friday 9:00 am to 6:00 pm
Saturday 9:00 am to 1:00 pm

Romeoville Lobby Hours:

Mon, Tues, Thurs, Fri 9:00 am to 5:00 pm
Wednesday & Saturday 9:00 am to 12:00 pm

Both locations have a 24 hour ATM

Holiday Closings

Independence Day Monday, July 4

Labor Day Monday, September 5

CANALS & TRAILS CREDIT UNION

838 South State Street • Lockport, IL 60441

Phone: (815) 838-7159 • Fax: (815) 838-5581

2 Belmont Drive • Romeoville, IL 60446

(On the corner of Rt. 53 & Belmont, located in the United Presbyterian Church Building)

Phone: (815) 886-4874

www.canals-trailscu.org

Find us on

All Rates
Effective 7-1-22

Dividend Rates

Account Type	APY
Regular Shares	0.05%
Club/Business	0.05%
Share Draft	0.00%
IRA	0.35%
Money Market – (Minimum \$1,000)	0.05% - 0.10%

Certificates of Deposit - \$500 Min.

6-Month Certificate	0.05% APY
12-Month Certificate	0.10% APY
18-Month Certificate	0.15% APY

Dividends are based on credit union earnings at the end of the dividend period and cannot be declared in advance. CD rollovers default to 0.05% APY.

Loans

New Car & Truck 2017 and Newer

up to 48 Mos.	1.99% - 12.49% APR
up to 60 Mos.	2.49% - 12.49% APR
up to 72 Mos.	2.99% - 8.19% APR
up to 84 Mos.	3.49% - 8.59% APR

Used Car & Truck 2014-2016

Up to 48 Mos.	3.49% - 15.99% APR
Up to 60 Mos.	3.99% - 15.99% APR
Up to 72 Mos.	4.49% - 11.59% APR
Up to 84 Mos.	4.99% - 15.99% APR

New Recreational Vehicle Loan Rates

Up to 120 Mos.	3.49% - 16.19% APR
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Used Recreational Vehicle Loan Rates

Up to 120 Mos.	4.49% - 18.69% APR
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Home Equity

Fixed rate and HELOC Lines of Credit 70-80% LTV. Rates starting at	3.00% APR
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Visa Credit Card	8.90% - 13.90% APR
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Collateral Loans

Up to 48 mos	5.00% - 17.99% APR
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Fixed Signature	8.90% - 14.40% APR
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O/E Signature	10.50% - 14.00% APR
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Share Secured	3.10% APR
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Certificate Rate Plus	3.00% APR
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Rates and terms subject to change.

Fee Schedule - Effective 10-1-15

Late Loan/VISA Payment Fee	\$25.00
Home Equity Fee	\$600.00
Late Home Equity Fee	\$25.00
Annual Home Equity Fee	\$50.00
Modification Fee	\$50.00
NSF Item Deposited	\$25.00
Stop Payment Fee	\$10.00
Wire Transfer Fee	domestic \$15.00
	Cut off 4:00 p.m. for same day.
	International is \$45.00
	Cut off for same day is 11:30 a.m.
Dormant Account Fee	\$5.00
Loan Application Fee	\$25.00
Payday Alternative Loan	\$50.00
Mortgage Subordination	\$100.00
Skip A Payment Fee	\$40.00
Garnishment/Levy	\$25.00
Acct. Closed (within 6 months of opening)	\$25.00
Acct. Reactivation	\$25.00
Bill Pay Inactivity Fee (after 3 months)	\$6.00

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Federally Insured
by NCUA



Seven Ways to Protect Your Credit Score

Your credit score is a three-digit number that creditors use to assess how likely you are to repay your loans. A high score can help you qualify for the lowest interest rates and gives you the ability to borrow money for purchases.

Here are seven things you can do to make sure your credit score stays healthy:

- 1. Pay back your debts on time.** How you've repaid past debt is the most important factor (35%) in calculating your credit score.
- 2. Apply for new credit only when you need it.** Ten percent of your credit score is determined by how many new credit accounts you've opened and the number of times lenders have checked your credit. Another 15% of your score is determined by the length of your credit history. When you add a new account into the mix, the average age of your credit accounts drops.
- 3. Don't co-sign.** Be cautious about co-signing a loan, even for family members, unless you are willing and able to take on the payments later, if necessary. If a payment is missed and you don't pay it, it can negatively affect your credit score.
- 4. Consider keeping starter cards open.** Cards designed for people without a credit history, called starter cards, usually have high interest rates and fees, low limits and few rewards. Even though you've stopped using them, it's a good idea to keep them open. This will help the 15% of your score that comes from the length of your credit history. It also will help the even bigger part (30%) of your score that's based on your utilization ratio: your credit card debt relative to your total available credit.
- 5. Guard your personal information.** Be very careful when giving out your Social Security number, birth date, credit card numbers, and other personal information. Use secure websites and be cautious on phone calls. Don't leave paperwork with this information on it lying around—shred it.
- 6. Regularly monitor all your accounts.** Even if you don't use them, check each account to make sure there aren't charges, such as annual fees, and that no one is fraudulently using your card. Order a free credit report from annualcreditreport.com, the only site sanctioned by the Federal Trade Commission. Stagger your reports from the three reporting agencies so that you get one report every four months.
- 7. Stay diligent.** Make sure that the good credit score you've worked so hard to build stays that way.



Travel Insurance – Is it Worth the Cost?

With summer here, many people are making plans for a fun get-away. If your vacation plans come with a hefty price tag, then you may want to consider getting travel insurance to protect your investment. This is especially true if the trip includes non-refundable expenses, overseas travel, or your credit card doesn't provide much coverage. In these situations, purchasing travel insurance is money well-spent.

The insurance cost varies depending on how much coverage you are looking for. You can buy it for single trips or get coverage for a full year. It can cover a variety of risks, from lost luggage to medical emergencies. You get to choose what you want covered.

Here are the typical situations/events where having insurance will protect you from major financial losses:

Trip Cancellations – If your trip is cancelled due to an illness, a natural disaster, strikes, a death in the family, then this coverage will reimburse you for prepaid, nonrefundable travel expenses. Coverage varies with different agencies, but generally, those expenses include airfare, cruise reservations, hotel reservations, ground transportation, and booked tours.

Lost bags – If your luggage is delayed more than 12 hours and you need clothes, this coverage will reimburse you for clothing, up to a certain limit specified in your policy.

Medical emergencies – If you travel outside the U.S. and you get sick or injured, your U.S. medical insurance won't be accepted in most hospitals and clinics. Get this coverage to avoid paying for these expenses out-of-pocket.

Lost or stolen cash or travel documents – You'll get reimbursed to replace your passport or other important travel documents, as well as any cash that is stolen.

You can buy travel insurance through a travel agent or a booking site like Expedia.com. Some airlines offer certain kinds of coverage on their websites. There are also travel insurance companies, like Allianz and Travel Guard, that deal solely in this kind of insurance.

Not all insurance providers offer the same kind of coverage, so do your research. Make sure you read all the fine print before buying insurance and understand exactly what is being covered. Then relax and enjoy a fun trip!

